



Teach Back Self-Assessment

Directions: After a client encounter, assess your level of agreement with the statements in the table. Your self-assessment is subjective, but it allows you to honestly evaluate your communication with clients. After completing the assessment, think about how you could improve.

	Disagree	Neutral	Agree
I used a caring tone of voice and attitude.			
I maintained appropriate eye contact and non-verbal body language while speaking with the client.			
I listened without interrupting.			
I encouraged the client to ask questions in a no-shame environment.			
I spoke clearly and at a moderate pace.			
I used non-medical "plain language".			
I used specific, concrete, actionable words.			
I used appropriate written materials to support learning.			
I used visual aids, images or graphics to illustrate information.			
I asked the client to explain the information in his own words.			
I used open-ended questions.			
I clarified misunderstandings and re-checked for understanding.			

Source: Adapted from original document by AHRQ Health Literacy Universal Precautions Toolkit Second Edition

What areas can you improve on? What strategies can you use to improve them?
